



## ***Carrier Customer Bulletin***

Date of Bulletin: April 2, 2018  
Notice #: CCBFTR01506  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: Busy Verification (BV) and Busy Interrupt (BI) Discontinued  
Date Effective: June 1, 2018

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Frontier Communications is providing notification of its plan to discontinue operator service features Busy Verification (BV) and Busy Interrupt (BI). The BV and BI features allow customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress (interrupt) by calling the "0" operator.

New technologies, new products and services, and changing customer demand have rendered BV and BI features unreliable and obsolete. BV and BI do not work on fax or data lines, wireless, VoIP, and in some cases, ported numbers.

Frontier plans to discontinue BV and BI features effective June 1, 2018, or as soon after that date as the FCC authorizes this discontinuance. Once the BV and BI features are discontinued, these features will no longer be available to the ILECs, CLECs and IXCs that utilize Frontier's trunking services enabling BV/BI.

Please note that this discontinuance is for the BV and BI features only and does not include all operator services.

Frontier will discontinue these services throughout its geographic services areas throughout the United States.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of Frontier Communications. Comments should include specific information about the impact of this proposed discontinuance (or reduction or

## Appendix A: Wholesale Notification

impairment) upon you or your company, including any inability to acquire reasonable substitute service.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager or Frontier Communications, P. O. Box 5166, Tampa, FL 33675.

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